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Your Patient-Centered Medical Home

A patient's guide to the new "medical home" model of healthcare

Description:

Your primary care physician's office is considered your "medical home base." Your primary care physician and the office staff will coordinate all of your health care, utilizing their professional skills along with your input in order to care for you in times of health and sickness.

While the success of the Patient-Centered Medical Home model depends on the attention and skill of our medical team, your input and participation are also very important. By providing your physician with the information she/he needs and following your personal health care plan, you will reach your health care goals.

Using the PCMH model, your physician will:

- Lead and coordinate care throughout your lifetime.
- Take time to make a personal connection with you.
- Respect your individual needs.
- Create a personal health maintenance plan.
- Handle your care and medical records with the utmost privacy.
- Provide care for both short-term illnesses and long-term illnesses (chronic) conditions.
- Give you the tools and encouragement to prevent persistent health problems.
- Offer appointments in a timely fashion, often times the same day you call (for acute illnesses).
- Provide 24-hour access to our health care team, in times of acute need.

In order for us to most effectively help you, your responsibilities are:

- Work together with your physician to develop a care plan.
- Follow your care plan.
- Let us know if you are unable to take your medicine or follow through with your care plan.
- Inform us of any illnesses, hospitalizations, medications, and other health-related matters.
- Ask for help if you don't fully understand something.
- Tell us about your needs and concerns.
- Prepare an Advance Directive and be sure we have it on file.
- Understand that your lifestyle choices affect your personal health.
- Give us feedback so we can improve our services.